Pre-Bid Clarifications for "Supply, Integration, Warranty & On-site Maintenance of Android OS based Integrated Spot Billing Device (SBD), Connectivity, software, Thermal paper and allied services for Spot Billing in RAPDRP/IPDS area (Urban Area)" in respect of TENDER ENQUIRY NO: BESCOM/2023-24/OW/WORK_INDENT45

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
1	GTC 3.1 - Contract Period	The initial contract shall be valid for a period of two years from the date of issue of Detailed Contract Award (DWA). The Contract may be extended at the discretion of BESCOM for further period of another one year based on the performance of the agency on mutually agreed terms and conditions, if BESCOM desires so.	The initial contract shall be valid for a period of Three years from the date of DWA. The Contract may be extended at the discretion of BESCOM for further period of another Two year based on the performance of the agency on mutually agreed terms and conditions, if BESCOM desires so. **Reason:** The normal life of the SBD machine will be at-least 5 years. Considering initial contract period of 3 years with an extension of 2 years will help the bidder in spreading the overhead and reducing the overall cost without affecting the quality which will greatly benefit BESCOM	No change, tender condition prevails.
2	Page No 47 - GTC 8.1 SL No. H	Contract will be terminated duly after giving 15-days' notice with BESCOM reserving liberty to claim all consequential damages.	Contract will be terminated duly after giving 60-days' notice for completing the deliverables, failing which BESCOM may initiate termination procedure reserving liberty to claim all consequential damages. **Reason:** Directly giving notice and termination thereof isn't holistic, fair, and just. There should be an opportunity to correct and nudge the	No change, tender condition prevails.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
			successful vendor, before initiating termination. Hence the request that may be kindly considered	
3	Page No 67 C) Technical Specifications of Android OS Based integrated Spot Billing Devices (SBD	Internal Memory of min 8gb, min 6gb RAM with extendable upto min 32 GB	Internal RAM of 3 GB, with 8 GB storage extendable upto 32 GB. **Reason:** It is to be noted that the RAM cannot be extended. RAM will not be extendable, whereas memory can be extended. Please clarify whether due to typo error Internal Memory and Internal storage are mixed up. If internal memory of 6 GB is considered, minimum 128GB storage shall be provided, which will be very pricey and shoots up the overall cost of the project. For the intended scope of operation, even after significant scaling up in future, 3GB RAM,8GB internal memory extendable up to 32 GB will be sufficient for the seamless performance. 6GB RAM with 128GB storage will result not only in prohibitive costs, and way-below capacity utilization. Hence the request to change in the best interest of BESCOM	Please refer Amended Technical Specifications of Android OS Based integrated Spot Billing Devices (SBD) ANNEXURE – V(C) – Revised / Amended.
4	Page No 67 C) Technical Specifications of Android OS Based integrated	General Features - Android OS 12 or higher version (all up to date security patches) with Bluetooth 5.2 or higher features, messaging, GPS, USB connector, OCR, NFC permanent metallic sticker etc.	General Features - Android OS 7 or higher version (all up to date security patches) with Bluetooth 4.0 or higher features, messaging, GPS, USB connector, OCR, NFC permanent metallic sticker etc.	Please refer Amended Technical Specifications of Android OS Based integrated Spot Billing Devices (SBD) ANNEXURE – V(C) – Revised / Amended.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
	Spot Billing Devices (SBD		**Reason:** Andriod OS 7 or higher, with Bluetooth 4 or higher along with 3 GB RAM, with 8GB Storage expandable upto 32 GB (requested change in Sl no3) will result in better capacity utilization and optimal solution which is both economically viable, feasible and 5results in most and more competition and benefit to B6ESCOM	
5	Qualifying Requirements, SL No: 10	"No Consortium/Joint Venture will be allowed as a part of bid."	As "No Consortium/Joint Venture will be allowed as a part of bid." Requesting you to clarify: Whether a bidder having Consortium/Joint Venture experience will be eligible to bid for the project?	No Consortium/Joint Venture will be allowed. Bidder himself should have direct past experience/qualification as per the tender conditions.
6	Annexure 5	DESKTOP PCs: Processor Description. Intel Core i5	Processor Description. Intel Core i3 or above, from better cost and utilization perspectives	No change, tender condition prevails.
7	Qualifying Requirements, SL No: 8	The following documents shall be uploaded: i. Documentary evidence for the proof of OEM. ii. Copy of the DWA/PO and certificate for the proof of OEM/Supplier for having supplied and maintained SBDs.	Kindly confirm what type of the document needs to be submit for this clause?	The following documents shall be uploaded: i. In respect of Documentary evidence for the proof of OEM - The bidder shall upload the Valid documentary evidence issued by any government agency/body like Factory

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
		iii. If the Bidder is a Supplier, then MAF as per Annexure-VIII along with the necessary documentary evidence of the OEM, if bidder is the OEM a self-declaration along with above mentioned documentary evidence.		Registration Certificate or Udyam Registration Certificate or MSME Certificate etc for the proof of having manufacturing of devices. ii. Copy of the DWA/PO and certificate for the proof of OEM/Supplier for having supplied and maintained SBDs. iii. If the Bidder is a Supplier, then MAF as per Annexure-VIII along with the necessary documentary evidence of the OEM, if bidder is the OEM a self-declaration along with above mentioned documentary evidence.
8		TOTAL number of Manpower for meter Reading, How many connections for meter reading??		Please refer clause No. SW 6.3 (j) and Clause No. IB 12.2 of tender document. Meter Reader shall perform meter reading activity for all the installation which are allocated for the respective MR code at the Sub-Division.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
9		Is it Different servers for RAPDRP and IPDS??		Please refer clause Nos. IB 1.3, IB 1.4, IB 1.5, SW 1.3, SW 1.4 and SW 1.5 and refer High level process flow given in Annexure – III(A) & (B). It shall be based on time to time requirement of the BESCOM, however the solution proposed by the bidder should be capable of handling single or different servers.
10		This tender is for only RAPDRP/ or IPDS also		Please refer clause Nos. IB 1.3, IB 1.4, IB 1.5, SW 1.3, SW 1.4 and SW 1.5 and refer High level process flow given in Annexure – III(A) & (B). It shall be based on time to time requirement of the BESCOM, the payment to the bidder shall be made for the installations where the services & infrastructures are provided.
11		Meter Reader observation, Spot Collection, Disconnect & Reconnect Details has to be synced with middleware servers or directly to RAPDRP/IPDS Servers?		Please refer clause Nos. IB 1.3, IB 1.4, IB 1.5, SW 1.3, SW 1.4 and SW 1.5 and refer High level process flow given in Annexure – III(A) & (B).

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
				It should be for both middleware servers and RAPDRP/IPDS Servers based on the time to time requirement of the BESCOM.
12		For DL/MNR/MBO cases Photo is mandatory, these photo has to be uploaded to RAPDRP/IPDS Servers or only for middleware?		Please refer clause Nos. IB 1.3, IB 1.4, IB 1.5, SW 1.3, SW 1.4 and SW 1.5 and refer High level process flow given in Annexure – III(A) & (B). The solution proposed by the Bidder should be capable to upload the data on both the servers as per the requirement of the BESCOM.
13		Is Subcontracting allowed.		Bidder is responsible for delivering all the deliverables of the contract to the BESCOM.
14	C) Technical Specifications of Android OS Based integrated Spot Billing Devices (SBD): Page No:69	2. Processor: Quad-core, cumulative speed at min 69 of 4 GHz or above	We request to change it as: Quad core, cumulative speed at min of 1.2 GHz or above" keeping in view of more availability in the market and to increase the competition.	Please refer Amended Technical Specifications of Android OS Based integrated Spot Billing Devices (SBD) ANNEXURE – V(C) – Revised / Amended.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
15	C) Technical Specifications of Android OS Based integrated Spot Billing Devices (SBD): Page No:69	3 Memory: Internal memory of min 8GB, min 6 GB RAM with extendable up to min of 32 GB	We request to change it as: Internal memory of min 8 GB, min 2 GB RAM with extendable up to min of 23 GB keeping in view of more availability in the market and to increase the competition.	Please refer Amended Technical Specifications of Android OS Based integrated Spot Billing Devices (SBD) ANNEXURE – V(C) – Revised / Amended.
16	C) Technical Specifications of Android OS Based integrated Spot Billing Devices (SBD): Page No:69	5 General Features: Android OS 12 or higher version (all up-to-date security patches) with 69 Bluetooth 5.2 or higher features, messaging, GPS, USB connector, OCR, NFC permanent metallic sticker, etc.	We request to change it as : Android OS 7 or higher version (all up-to-date security patches) with Bluetooth 4.0 or higher features, messaging, GPS, USB connector, OCR, NFC permanent metallic sticker, etc." keeping in view of more availability in the market and to increase the competition and keeping in view of point 9 of the specifications that "Al other features to be disabled and only the required app to be enabled."	Please refer Amended Technical Specifications of Android OS Based integrated Spot Billing Devices (SBD) ANNEXURE – V(C) – Revised / Amended.
17	C) Technical Specifications of Android OS Based integrated Spot Billing Devices (SBD): Page No:69	9.Miscellaneous features: MIL-STD-810 G compliant against shock &temperature and also IP65/IP68 compliant.	We request to change it as the terminal must be compliant to IS9000 and PI 54 complaints. As USB ports, and printers are in the scope of specifications hence IP65/IP68 will not be cleared and issued for such POS terminals. Please make the necessary changes to PI 54 with IS9000 certifications.	Please refer Amended Technical Specifications of Android OS Based integrated Spot Billing Devices (SBD) ANNEXURE – V(C) – Revised / Amended.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
18	C) Technical Specifications of Android OS Based integrated Spot Billing Devices (SBD): Page No:69	10. Fingerprint sensor/ Biometric: Sensor-FRC 101 IFI, processor FPC 202 0Q (64 pin QFN9*9mm)	We request to change it as: " FPS sensor with valid date STQC Public device Certificate" keeping in view of Indian standards and availability in the market to increase the competition.	Please refer Amended Technical Specifications of Android OS Based integrated Spot Billing Devices (SBD) ANNEXURE – V(C) – Revised / Amended.
19	C) Technical Specifications of Android OS Based integrated Spot Billing Devices (SBD): Page No:70	13. Printer: 3-inch integrated thermal printer with minimum 10-meter paper roll load capacity. Velocity:15mm/s	We request to consider 2" or 3" integrated/external thermal printer to a minimum 10-meter paper roll load capacity. have more availability in the market and to increase the competition.	Please refer Amended Technical Specifications of Android OS Based integrated Spot Billing Devices (SBD) ANNEXURE – V(C) – Revised / Amended.
20	**IB, 18.0, SL No:3, Page No: 16**	The Bidder must have been assessed and possess a valid SEI/CMMI Institute certified CMMI level 4 or above. Bidder should own this certificate as on the date of tender notification.	**Kindly Amend as mentioned below.** The Bidder must have been assessed and possess a valid SEI/CMMI Institute certified **CMMI level 5**. Bidder should own this certificate as on the date of tender notification. **Justifications:** Achieving CMMI Level 5 indicates that an organization has reached an advanced level of	No Change, Tender Condition Prevails.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
			process maturity and has implemented highly effective and efficient processes. This includes but not limited to at internalized continuous improvement culture, enhanced risk management and reduced variability. This greatly benefits BESCOM and it's customers 1st time, and every time	
21	**IB 8.1, Page No 6**	All bids must be accompanied with a refundable earnest money of Rs. 1,44,05,000=00 as mentioned in the e-procurement portal. Up to Rs. 10.00 Lakhs (Rupees Ten Lakhs only) shall be paid electronically through any of the five e-payment modes mentioned in the Karnataka Public Procurement Portal and the balance of Rs. 1,34,05,000=00 in excess of Rs. 10 Lakhs shall be in the form of Bank Guarantee (BG). Original Bank Guarantee shall be submitted on or before the last day of bid submission at the office of the General Manager (Customer Relations), Third Floor, BESCOM, Corporate Office, K.R. Circle, Bengaluru - 560 001. Copy of BG shall be uploaded in the e-procurement portal	Kindly furnish the specific format for the BG, if any, if at all.	Format is enclosed as **Annexure - XII**.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
22	**GTC 3.1 Page No 41**	The initial contract shall be valid for a period of two years **from the date of issue of Detailed Contract Award (DWA).** The Contract may be extended at the discretion of BESCOM for further period of another one year based on the performance of the agency on mutually agreed terms and conditions, if BESCOM desires so.	**Kindly amend as mentioned below.** The initial contract shall be valid for a period of two years from the **date of Go-live.** The Contract may be extended at the discretion of BESCOM for further period of another one year based on the performance of the agency on mutually agreed terms and conditions, if BESCOM desires so. **Justification:** The contract validity from the day of DWA will reduced the overall time frame, as it shall encompass Pilot period, and hence may result in increase in the cost of bidding.	No change, tender condition prevails.
23	**GTC 3.3 Page No 41**	These tenders are being invited, processed and awarded subject to condition that BESCOM shall have right to terminate the contract earlier than the contract period by giving 2 months prior notice in the event of BESCOM opt to any alternative solution in the RAPDRP/IPDS area.	**Kindly amend as mentioned below.** These tenders are being invited, processed and awarded subject to condition that BESCOM shall have right to terminate the contract earlier than the contract period by giving **6** months prior notice in the event of BESCOM opt to any Advanced Metering Infrastructure (AMI) solution in the RAPDRP/IPDS area. **And BESCOM will make good for the losses to the tune of CAPEX and incidental costs borne by the successful bidder on account of such premature closure**	No change, tender condition prevails.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
			Justifications: As per the scope of the tender, the said project involves huge upfront investment in the form of CAPEX, and OPEX, including various Human resources- for setting up entire infrastructure, including various software and hardware components along with significant incidental investment. Hence any alternative solution, instead of specific AMI, will go against the interest of successful bidder, including natural justice, causing huge uncertainty, which may limit the competitive bids in lieu of that. Further, due to same artifacts, the prospective bidder shall not lose out for no fault of his, and hence at least liable for recovering hardware cost, in the interest of natural justice and equity	
24	**GTC 8.1 SL No, H, Page No 47**	**H. Non-deliverables viz., copy of data base, back up, MIS reports etc., to SDO & also to Corporate Office** Contract will be terminated duly after giving 15-days' notice with BESCOM reserving liberty to claim all consequential damages.	**Kindly Amend as follows:** 60 days' Notice will be issued to the successful bidder in case of non-deliverables viz copy of data base, backup, MIS reports to SDO and also to corporate office, mentioning the nature of deliverable. If not rectified even after the notice, contract will be terminated duly after giving 15-days' notice with BESCOM reserving liberty to claim all consequential damages.	No change, tender condition prevails.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
			Justification: In the interest of natural justice and equity, an opportunity shall be provided to the successful bidder to rectify the error. Even after the notice period of 60 days, if the said deliverable is not rectified, corrective actions shall be initiated.	
25	**GTC 3.2, Page No 41**	BESCOM may terminate the contract earlier also, prior to expiry of contract period, with Two (2) months' notice, if the performance of the vendor is found to be Un- satisfactory.	**Kindly Amend as follows:** 60 days' Notice will be issued to the successful bidder if the performance of the vendor is found to be unsatisfactory. If not rectified even after the notice, ccontract will be terminated duly after giving 60-days' notice with BESCOM reserving liberty to claim all consequential damages. **Justification:** In the interest of natural justice and equity, an opportunity shall be provided to the successful bidder to rectify the error. Even after the notice period of 60 days, if the said deliverable is not rectified, corrective actions shall be initiated.	No change, tender condition prevails.
26	**Annexures, SL No, C, Page No:70**	Real Time spot collection by cash /DD /cheque /card payment modes and relevant exchange.	**Kindly clarify:** Whether BESCOM will provide the payment gateway, as it's not mentioned.	Payment Gateway will be provided by BESCOM.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
27	**Annexures, SL No, 7, Page No:64**	UPS 2KVA – 2HOURS BACK UP, with battery capacity of 100 AH Weight of the Battery (kg): 195	Please clarify whether this is a typo error, as nnormally the weight of the standalone 100 Ah battery will be around. 30kg.	**To be Read as:** Weight of the Battery (kg): As per market standards.
28	**3.2 Annexures, SL No, C, Page No:69**	GTC 3.2 BESCOM may terminate the contract earlier also, prior to expiry of contract period, with Two (2) months' notice, if the performance of the vendor is found to be Un- satisfactory.	Kindly clarify what constitutes un-satisfactory performance and what are the ways to rectify it.	If bidder fails to perform the deliverables as per the scope of work of the tender then two months Notice will be issued to the successful bidder mentioning the shortcoming of deliverable. If not rectified even after the notice, Contract will be terminated duly after giving final notice with BESCOM reserving liberty to claim all consequential damages.
29	**Annexures, SL No, 2, Page No:69**	Processor: Quad core, cumulative speed at min of 4 GHz or above	**Please clarify to this artifact** If you can consider the 1.2 GHz processor speed with quad core as 1.2 GHz x 4 =4.8 GHZ. Please clarify whether this be considered as cumulative speed at min of 4ghz or above?	Please refer Amended Technical Specifications of Android OS Based integrated Spot Billing Devices (SBD) Annexure – V(C) – Revised / Amended.
30	**Annexures, SL No, C, Page No:69**	Technical Specifications of Android OS Based integrated Spot Billing Devices (SBD):	Kindly amend some of the specification of Android OS Based integrated Spot Billing Devices. The detailed specifications are mentioned in **Annexure A**	Please refer Amended Technical Specifications of Android OS Based integrated Spot Billing Devices (SBD) Annexure – V(C) – Revised / Amended.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
		Annexure A		
i.		Memory: Internal memory of min 8 GB, min 6 GB RAM with extendable up to min of 32 GB	Minimum 2GB RAM & Internal Memory of min 8GB storage extendable up to min of 32GB. **Justifications/Remarks:** For the intended application and usage 2GB RAM with 8GB built-in storage will be more than sufficient to effectively carryout the operation. Any increased capacity will result in higher cost and hence not beneficial to BESCOM	Please refer Amended Technical Specifications of Android OS Based integrated Spot Billing Devices (SBD) Annexure – V(C) – Revised / Amended.
ii.		Camera Features: At least 8.0MP Rear camera: 2.0 MP front camera: Auto focus; with LED light.	Kindly amend as: At least 8.0MP Rear camera: Optional 2.0 MP front camera: Auto focus; with LED light. **Justifications/Remarks:** As there is no visible use of front camera, kindly modify the front camera requirement	Please refer Amended Technical Specifications of Android OS Based integrated Spot Billing Devices (SBD) Annexure – V(C) – Revised / Amended.
iii.		Battery: Type- Li-lon/ Li-Polymer, Capacity- Min of 6000mAH, supports dismounting, stand by time 72 hours, operating time 12 hours, generation of Min 500 bills per charge	Type- Li-lon/ Li-Polymer, Capacity- Min of **5000mAH**, supports dismounting, stand by time 72 hours, operating time 12 hours, generation of Min 500 bills per charge **Justifications/Remarks:** For the intended usage, 5000 MAh capacity battery will be more than sufficient, which also reduces the weight of the device	Please refer Amended Technical Specifications of Android OS Based integrated Spot Billing Devices (SBD) Annexure – V(C) – Revised / Amended.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
iv.		General Features: Android OS 12 or higher version (all up to date security patches) with Bluetooth 5.2 or higher features, messaging, GPS, USB connector, OCR, NFC permanent metallic sticker etc.	Android OS 12 or higher version (all up to date security patches) with Bluetooth 4.0 or higher features, messaging, GPS, USB connector, OCR, NFC permanent metallic sticker etc. **Justifications/Remarks:** ➢ The intended application has relatively simple data requirements and limited range and does not benefit significantly from the enhanced capabilities of Bluetooth 5.2 or higher, it may be more cost-effective to use Bluetooth 4.0 or higher. ➢ The intended application is relatively simple and does not require the advanced features introduced in Bluetooth 5.2, such as enhanced data rates or improved coexistence with other wireless technologies. Hence the additional capabilities of Bluetooth 5.2 may not be necessary. ➢ Bluetooth 4.0 technology is more widely adopted, which can result in lower costs for components and devices, and hence competitive prices ➢ Hence, considering various fronts like usability, time to market, range, intended use, cost etc, Bluetooth 4.0 or higher will	Please refer Amended Technical Specifications of Android OS Based integrated Spot Billing Devices (SBD) Annexure – V(C) – Revised / Amended.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
			result in better cost-benefit equation, encourages more competitive price without compromising quality and efficiency, and more beneficial to BESCOM	
v.		Miscellaneous features: All other features to be disabled and only the required app to be enabled. **MIL-STD**-810G compliant against shock & temperature and also IP65/IP68 compliant.	**Relaxation of MIL-STD**-810G **Justifications/Remarks:** ➢ MIL-STD-810G is a set of environmental test standards designed for military equipment ➢ Meeting the MIL-STD-810G requirements significantly increases the overall project cost ➢ Intended Application and usage environment significantly differs from intended specific requirement ➢ As the SBD device is being used for capturing/reading etc, on a real-time basis, there is very limited chance for the loss of data, if any, if at all, compared to the significant overall increase in cost. ➢ Hence relaxation is necessary to make the project more economically feasible and competitive	Please refer Amended Technical Specifications of Android OS Based integrated Spot Billing Devices (SBD) Annexure – V(C) – Revised / Amended.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
31	IB-18.0/04 Page -16 to 22	The Bidder should have experience of implementing "Billing & Collection Software solution" OR "Web based Total Revenue Management Software Solution"; through its own software or through COTS (SAP/Oracle, Copy of orders and performance certificate for the proof of experience shall be uploaded and the details shall be filled in the format 17 etc.) software in at least two Govt undertaking DISCOM/ESCOMs in India during last five years, but experience is must for a continues period of Twelve months in each utility and project is operational at least in any one utility as on the date of the bid. Out of the above projects, One project should be in any ESCOMs of Karnataka covering at least 53.60 Lakhs bills per month.	Here by we request you to amend this clause as Follows: The Bidder should have experience of implementing "Billing & collection software solution OR "Web based total Revenue Management software solution", through its own software or through COTS [SAP/Oracle, etc] software in at least one Govt undertaking DISCOM/ESCOM in India during last five years, covering at least 10 Lakhs bills per month	No Change, Tender Condition prevails.
32	IB-18.0/05 Page -16 to 22	The bidder should have proven and working solution of software integration with billing and collection data of RAPDRP system in any ESCOMs of Karnataka.	Hereby we request you to amend this clause as Follows: The bidders should have proven solutions per the specific requirements of ESCOM of Karnataka	No Change, Tender Condition prevails.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
33	IB-18.0/06 Page -16 to 22	Bidder as a prime contractor should have satisfactorily completed at least one similar work such as experience of implementing "Billing & Collection Software solution" OR "Web based Total Revenue Management Software solution, including providing Man power service for meter reading of value not less than Rs. 72.02 Crores during the last 5 years Note: Updated to the FY in which the tenders are invited. The value of the completed works shall be given a weight of 10% per year to bring them to the price level of the FY in which the tenders are invited	Hereby we request you to amend this clause as Follows: Bidders as a prime contractor should have satisfactorily completed at least one similar work such as experience of implementing "Billing & collection software solution" OR "web based Totally Revenue management software solution, of value not less than Rs.25 Corers during the last 5 years. Note: updated to FY in which the tenders are invited the value of the completed works shall be given a weight of 10% per year to bring them to the price level of the FY in which the tenders are invited.	No Change, Tender Condition prevails.
34	IB-18.0/07 Page -16 to 22	Bidder should have generated at least 643.20 lakhs Electricity bills in any one year, during the last 5 years	Here by we request you to amend this clause as Follows: Bidder should have generated at least 100 Lakhs Electricity bills in any one year, during the last 5 years	No Change, Tender Condition prevails.
35	IB-18.0/08 Page -16 to 22	Bidder should be an OEM/Supplier of the "Android OS Based integrated Spot Billing Devices (SBD)". The proposed Device OEM/ Supplier should have	Here by we request you to amend this clause as Follows: Bidder should be on OEM/supplier of the "Android OS Based integrated spot Billing	No Change, Tender Condition prevails.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
		past experience in supply and maintaining at least Two Thousand Four hundred & Fifty Six numbers of SBD to any DISCOMs of India in any one year during the last five years for the purpose of billing, spot collection and other activities. If the Bidder is a Supplier then MAF as per Annexure-VIII from the OEM shall be submitted along with the required documentary evidence of the OEM who have met the past supply & maintenance.	Devices [SBD]" The proposed Device OEM/ supplier should have past Experience in supply and maintaining at least five hundred numbers of SBD to any DISCOMs of India in any one year during the last five years for the purpose of billing, spot collection and other activities.	
36	IB-18.0/09 Page -16 to 22	The bidder should have at least 2 years of experience in providing Man Power Services for Meter Reading activity and issue of bills to the consumer at the spot in any DISCOMs of India. The said work should be operational as on the date of the Tender.	Here by we request you to amend this clause as Follows: The bidders should have at least 2 years of experience in providing man power services for meter Reading activity and issue of bills to the consumer at the spot in any DISCOMS of India.	No Change, Tender Condition prevails.
37	IB-18.0/10 Page -16 to 22	The Annual Turnover of the Bidder in at least two financial years in any of the previous five financial years i.e., (FY 2018- 19, 2019-20, 2020-21, 2021-22 & 2022-23) should not be less than Rs. 144.04 Crores.	Here by we request you to amend this clause as Follows: The Annual Turnover of the Bidder in at least two financial years in any of the previous five financial years i.e, (FY 2018-19,2019-20 2020-	No Change, Tender Condition prevails.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
		Note: The previous years turnover of the bidder is updated to the FY in which the tenders are invited. Financial turnover of previous years shall be given a weight of 10% per year to bring them to the price level of the FY in which the tenders are invited	2021,2021-2022 & 2022-2023) should not be less than Rs. 25 Crores. Note: The previous years turnover of the bidder is updated to the FY in which the tenders are invited Financial turnover of previous years shall be given a weight of 10% per year to bring them to the price level of the FY in which the tenders are invited.	
38	IB-18.0/11 Page -16 to 22	The Liquid assets of the Bidder as on 31.12.2023 or at a later date before submission of the bid consisting of Cash at Bank + Term Deposits + Availability of fund-based credit facility in any Nationalized/scheduled Bank should not be lesser than Rs. 18.01 Crores.	Here by we request you to amend this clause as Follows: The Liquid assets of the bidder as on 31.12.2023 consisting of cash at Bank + term Deposits + availability of fund based credit facility in any Nationlized / scheduled Bank + trade Receivables should not be lesser than Rs 5 crores. the bidder should upload the chartered Accountants Certificated in this regard	No Change, Tender Condition prevails.
39		The TRM services & support services comes under the "Category of SERVICES" & Not under WORKS. But this tender has been floated under WORKS category on KPPP Port al. Please Clarify		The Supply, Erection which is a Service and Civil Works all the three parts are covered in the KW-4 standard documents. In this tender, goods and service are involved, hence the KW-4 tender document is followed and all the

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
				relevant clauses of KW-4 document applicable to this type of tender are considered and incorporated in the tender document. As per the GO, all the works costing more than one crore, are to be tendered as per the Standard Tender Document KW-4. Further, Tender is uploaded in the KPP portal based on the software provision available in the portal Hence, the tenders are processed under works category in the KPP portal. Whatever may be the mode of tender process, the Bidder shall provide all the services and deliverables as per the tender conditions.
40		This Tender has been called under "REQUEST FOR QUOTATION" (RFQ) Category on KPPP Portal. That means already BESCOM has called for any empanelment for the Technical Round and already empanelled the eligible entities and now this tender is only a "Request For Quotation" Tender		Please refer the Note under the Clause No. IB 14.12. Tender is uploaded in the KPP portal based on the software provision available in the portal. All the eligible bidder can participate in the tender and tender award shall be done based on the

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
		to Quote only their PRICE .. ??? Please Clarify.		tender conditions specified in the tender document.
41		As per the bid document, one of the major component of this tender is the supply of the meter reading manpower for spot billing. But nowhere in the tender document the details of the total number of installations to be read by the manpower of the service provider - has been mentioned ..... Please Clarify.		Please refer clause No. SW 6.3 (j) and Clause No. IB 12.2 of tender document. Meter Reader shall perform meter reading activity for all the installations which are allocated for the respective MR code at the Sub-Division.
42		What is the number of Meter Reading Manpower to be Supplied to BESCOM under this contract by the service provider??? There is no-details regarding this major component anywhere in the tender document. This is a major commercial factor and without any clarity on this major component, a bidder cannot quote his price. This is the most essential information to be furnished in the bid document. Please Provide the details of installations to be read by the service provider's meter reading manpower sub-division wise and please provide the total number of meter reading manpower to be provided by the		Please refer clause No. SW 6.3 (j) and Clause No. IB 12.2 of tender document. The details of existing SDO wise LT active installations is provided in the Annexure – VI. Meter Reader shall perform meter reading activity for all the installations which are allocated for the respective MR code at the Sub-Division. Prospective Bidder is free to visit the field office for better understanding and clarity before submitting their Bid.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
		service provider under this contract (sub-division wise list).		
43		Under this contract the service provider has to supply/provide only one desktop computer, one laser printer, one 2 KVA UPS Kit, one broad-band internet connection & spot billing rolls per sub-division office? Please Clarify.		Please refer clause No. SW 2.5 of tender document. Bidder shall supply all the hardware as per the tender condition. As on date there are 90 Sub-Divisions in RAPDRP area, this may increase after merging of IPDS towns or creation of additional Sub-Divisions, in that case Successful Bidder has to provide the necessary equipments / hardwares etc., required for each of the Sub-Divisions without any extra cost to BESCOM
44		Under this contract whether the service provider has to provide the A4 size printing papers, Laser Printer Cartridges, cash collection rolls, cash counter receipts printing rolls, cash counter printer cartridges, cash counter UPS kits to each of the sub-division? Please Clarify. If Yes, then please provide the quantity and other details.		Please refer clause No. SW 7.1 of tender document.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
45		Under this contract the service provider has to provide one FMS manpower for each Sub-Division for the entire period of the contract to support the day-to-day activities of sub-division offices? Please Clarify		Please refer the clause No. SW 6.1 of tender document" As stipulated in this clause, successful Bidder has to provide one number Man Power resource with BE / Diploma qualification per each Sub-Division and as on date there are 90 Sub-Divisions in RAPDRP area, this may increase after merging of IPDS towns or creation of additional Sub-Divisions, in that case Successful Bidder has to provide the resources without any extra cost to BESCOM
46		What is the tender estimated cost "per installation per month" for this tender for the end-to-end services mentioned in this tender document, excluding the meter reading manpower services (with GST)? This information is very crucial for the bidding, so please provide the details.		Please refer the clause No. IB 14.13 and this is an item wise tender not the percentage tender. It is responsibility of the prospective Bidder to study the scope of the tender and ascertain the cost involved as per the prevailing market rates and quote their most competitive rates. Further, Bidder is free to submit their best competitive commercial offer

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
				based on their commercial feasibility to meet the scope of work. Bidder shall submit the price offer as per the format provided in the tender. BESCOM will evaluates the price bid as per the clauses IB 14.10 to IB 14.13 of the tender document.
47		What is the tender estimated cost for the meter reading manpower supply component of this tender? This information is very crucial for the bidding, so please provide the details.		Please refer the clause No. IB 14.13 and this is an item wise tender not the percentage tender. It is responsibility of the prospective Bidder to study the scope of the tender and ascertain the cost involved as per the prevailing market rates and quote their most competitive rates. Further, Bidder is free to submit their best competitive commercial offer based on their commercial feasibility to meet the scope of work. Bidder shall submit the price offer as per the format provided in the tender.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
				BESCOM will evaluates the price bid as per the clauses IB 14.10 to IB 14.13 of the tender document.
48	IB 18.0.11	The Annual Turnover of the Bidder in at least two financial years in any of the previous five financial years i.e., (FY 2018- 19, 2019-20, 2020-21, 2021-22 & 2022-23) should not be less than Rs. 144.04 Crores. Note: The previous years turnover of the bidder is updated to the FY in which the tenders are invited. Financial turn over of previous years shall be given a weight of 10% per year to bring them to the price level of the FY in which the tenders are invited	Query: The requirement of annual turnover of Rs.144.04 Crore is exorbitant, arbitrary and unprecedented in previous tenders of similar nature. Can this clause be reconsidered to state that "the Annual Turnover of the Bidder in at least two financial years in any of the previous five financial i.e., (FY 2018-19,2019-20,2020-21,2021-22& 2022-23) should not be less than Rs.72.02 Crores "(which is the annual cost of the tender called for). **Remarks:** Previous tenders called by BESCOM and other distribution companies for works of similar nature all stipulate a much lower requirement for having an annual turnover and no specific reason is made out in the tender document for having an exorbitant figure stipulated for the annual turnover. The tender price for two years itself being Rs. 144.04 Crores, no basis is made out for having the annual turnover two times the annual cost of the tender. The specification for 'annual turnover' in the standard KW-4 tender format is not to be made applicable in the instant	No Change, Tender Condition prevails. Vide letter No. : ENERGY 219 Samanvaya 2019 dated 13.02.2020, ACS, Energy has directed that all the works are to be tendered as per the Standard Tender Document. Hence, the Standard Bidding Document KW-4 is followed as it covers both supply of goods and erection which is a Service. In this tender, goods and service are involved, hence the KW-4 tender document is followed and all the relevant clauses of KW-4 document applicable to this type of tender are considered and incorporated in the tender document.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
			tender as the KW-4 format has been specifically prescribed for Procurement of Works by inviting open tenders (Item Rate) — Two cover tender system — With Price Adjustment (Annexure IV) which are used more particularly for construction contracts as evident from the language employed therein. Having no rational basis, the annual turnover specified seems to be a tailor made condition made to cater to a particular entity. The technical criteria regarding annual turnover in past tenders called by distribution companies are specified as follows: 1. Tender ID: BESCOM/GM (Rev)/ BC-22 /2521/ 2015-16 Dated: 08/01/2016: "The bidder should have turnover of Rs.20 Crores (Rupees Twenty Crores) in anyone of the previous 3 financial years viz., 2012-13, 2013-14 and 2014-15." 2. Tender ID: BESCOM /GM (Rev) / BC-22/5891/2015-16 dated 28/10/2015: "The bidder should have turnover of Rs.20 Crores (Rupees Twenty Crores) in anyone of the previous 3 financial years viz., 2012-13, 2013-14 and 2014- 15."	

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
			3. Tender No: HESCOM /IT /02/ 12-13 Dated: 02.06.2012: "The bidder should have turnover of 5 Crore in any one of the previous 3 financial years viz., 2008-09, 2009-10 and 2010-11." 4. Tender ID: SEE(MIS)/EE/AEE(Com1)/ PC-634: "(i) The total Average Annual Turn over in the last 2 year (Fy 12-13 & Fy 13-14) from web-enabled TRM service provided to ESCOMs shall not be less than rupees two crores." 5. Tender No.: GESCOM / CEE(Opr) / SEE(Coml) / EEE/ AEE / 2019 -20 / COMM-4/17032-40 dtd 12-06-2019: "The bidder shall have minimum Average Annual Turnover of 50% of amount put to tender during the preceding 3 financial years i.e.2015-16, 2016-17 & 2017-18" 6. Tender ID: BESCOM/ GM(ICT&MIS)/ DGMIT2/ BC-48/ 2018-19/ 84 Dated: 04.02.2019 "The bidder shall have an Annual Turnover not less than 50% of the amount put to tender in each of the last three Financial Years i.e., 2015-16, 2016-17, 2017-18".	

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
			7. Tender ID: MESCOM/Coml/22-23/ 2088 dated 09/02/2023 "Bidder should have achieved in at least 2 FY a minimum turnover of Rs. 20 crores out of the proceeding 5 FY"	
			The Annual Turnover has to be reduced to 50% of the total value of the work put to tender for the following reasons: i. In all previous tenders, only 20 to 30% of the value of the work was required as turnover. The sudden change to the rate of work put to tender would result in a situation of only one bidder viz. Idea Infinity Pvt. Ltd becoming qualified for the tender and consequently a single bid tender. The relaxation of said condition would result in increased participation. ii. The KW-4 Format which has been considered for the purpose of fixing the turnover at not less than two times the estimated annual payments under the contract is specifically for civil and engineering works and not for tenders of this nature which is procurement of goods and services. iii. These are service contracts where the value of the work includes the goods and services. The most critical and crucial	

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
			part of the tender is the supply of software and services. But as can be seen from the tender document, maximum weightage is being given to manpower with a percentage of 48.06%. This results in the evaluation being skewed in favour of companies whose primary expertise is in manpower. This results in companies which have software expertise as their strength being sidelined. Therefore, there is a necessity to rationalise the turnover to a logical and reasonable amount. iv. The CVC Guidelines issued vide Official Memorandum No.12-02-1- CTE-6 dated 17th December 2002 stipulate that Annual Turnover must be 30% of the total cost in Civil/Electrical Works but in respect of Store/Purchased Contracts, the financial turnover requirement is immaterial.	
49	IB 15.3	The Bidder should not have any court cases/ legal disputes with BESCOM.	Query: This condition is prejudicial against entities having any ongoing legal cases as against the tendering authority. Can this condition be excluded from the Tender Bid Document?	No Change, Tender Condition prevails.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
50	IB-18.0/04 Page-16 TO 22:	The Bidder should have experience of implementing "Billing & Collection Software solution" OR "Web based Total Revenue Management Software Solution"; through its own software or through COTS (SAP/Oracle, etc.) software in at least two Govt undertaking DISCOM/ESCOMs in India during last five years, but experience is must for a continues period of Twelve months in each utility and project is operational at least in any one utility as on the date of the bid. Out of the above projects, one project should be in any ESCOMs of Karnataka covering at least 53.60 Lakhs bills per month.	Hereby we request you to amend this clause as follows: The Bidder should have experience of implementing "Billing & Collection Software solution" OR "Web based Total Revenue Management Software Solution"; through its own software or through COTS (SAP/Oracle, etc.) software in at least one Govt undertaking DISCOM/ESCOMs in India during last five years, covering at least 15 Lakhs bills per month.	No Change, Tender Condition prevails.
51	IB-18.0/05 Page-16 TO 22:	The bidder should have proven and working solution of software integration with billing and collection data of RAPDRP system in any ESCOMs of Karnataka.	Hereby we request you to amend this clause as follows: The bidder should have proven solution as per the specific requirements of ESCOMs of Karnataka.	No Change, Tender Condition prevails.
52	IB-18.0/06 Page-16 TO 22:	Bidder as a prime contractor should have satisfactorily completed at least one similar work such as experience of implementing "Billing & Collection Software solution" OR "Web based	Hereby we request you to amend this clause as follows: Bidder as a prime contractor should have satisfactorily completed at least one similar work such as experience of implementing "Billing & Collection Software solution" OR	No Change, Tender Condition prevails.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
		Total Revenue Management Software solution, including providing Man power service for meter reading of value not less than Rs. 72.02 Crores during the last 5 years Note: Updated to the FY in which the tenders are invited. The value of the completed works shall be given a weight of 10% per year to bring them to the price level of the FY in which the tenders are invited.	"Web based Total Revenue Management Software solution, of value not less than Rs. 25 Crores during the last 5 years Note: Updated to the FY in which the tenders are invited. The value of the completed works shall be given a weight of 10% per year to bring them to the price level of the FY in which the tenders are invited.	
53	IB-18.0/07 Page-16 TO 22:	Bidder should have generated at least 643.20 lakhs Electricity bills in any one year, during the last 5 years.	Hereby we request you to amend this clause as follows: Bidder should have generated at least 100 lakhs Electricity bills in any one year, during the last 5 years.	No Change, Tender Condition prevails.
54	IB-18.0/08 Page-16 TO 22:	Bidder should be an OEM/Supplier of the "Android OS Based integrated Spot Billing Devices (SBD)". The proposed Device OEM/ Supplier should have past experience in supply and maintaining at least Two Thousand Four hundred & Fifty-Six numbers of SBD to any DISCOMs of India in any one year during the last five years for the purpose of billing, spot collection and other activities. If the Bidder is a Supplier then MAF as per Annexure-VIII from the OEM shall be submitted along with the required	Hereby we request you to amend this clause as follows: Bidder should be an OEM/Supplier of the "Android OS Based integrated Spot Billing Devices (SBD)". The proposed Device OEM/ Supplier should have past experience in supply and maintaining at least Five Hundred numbers of SBD to any DISCO Ms of India in any one year during the last five years for the purpose of billing, spot collection and other activities.	No Change, Tender Condition prevails.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
		documentary evidence of the OEM who have met the past supply & maintenance.		
55	IB-18.0/09 Page-16 TO 22:	The bidder should have at least 2 years of experience in providing Man Power Services for Meter Reading activity and issue of bills to the consumer at the spot in any DISCOMs of India. The said work should be operational as on the date of the Tender.	Hereby we request you to amend this clause as follows: The bidder should have at least 2 years of experience in providing Man Power Services for Meter Reading activity and issue of bills to the consumer at the spot in any DISCOMs of India.	No Change, Tender Condition prevails.
56	IB-18.0/10 Page-16 TO 22:	The Annual Turnover of the Bidder in at least two financial years in any of the previous five financial years i.e., (FY 2018-19, 2019-20, 2020-21, 2021-22 & 2022-23) should not be less than Rs. 144.04 Crores. Note: The previous year's turnover of the bidder is updated to the FY in which the tenders are invited. Financial turnover of previous years shall be given a weight of 10% per year to bring them to the price level of the FY in which the tenders are invited.	Hereby we request you to amend this clause as follows: The Annual Turnover of the Bidder in at least two financial years in any of the previous five financial years i.e., (FY 2018-19, 2019-20, 2020-21, 2021-22 & 2022-23) should not be less than Rs. 25 Crores. Note: The previous year's turnover of the bidder, is updated to the FY in which the tenders are invited. Financial turnover previous years shall be given a weight of 10% per year to bring them to the price level of the FY in which the tenders are invited.	No Change, Tender Condition prevails.
57	IB-18.0/11 Page-16 TO 22:	The Liquid assets of the Bidder as on 31.12.2023 or at a later date before submission of the bid consisting of Cash at Bank + Term Deposits + Availability of fund-based credit	Hereby we request you to amend this clause as follows: The Liquid assets of the Bidder as on 31.12.2023, consisting of Cash at Bank+ Term Deposits + Availability of fund-based credit facility in any Nationalized/scheduled Bank+	No Change, Tender Condition prevails.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
		facility in any Nationalized/scheduled Bank should not be lesser than Rs. 18.01 Crores.	Trade Receivables should not be lesser than Rs. 5 Crores. The bidder should upload the Chartered Accountant's certificate in this regard.	
58		The TRM services & support services comes under the "Category of SERVICES" & Not under WORKS. But this tender has been floated under WORKS category on KPPP Portal. Please Clarify.		The Supply, Erection which is a Service and Civil Works all the three parts are covered in the KW-4 standard documents. In this tender, goods and service are involved, hence the KW-4 tender document is followed and all the relevant clauses of KW-4 document applicable to this type of tender are considered and incorporated in the tender document. As per the GO, all the works costing more than one crore, are to be tendered as per the Standard Tender Document KW-4. Further, Tender is uploaded in the KPP portal based on the software provision available in the portal Hence, the tenders are processed under works category in the KPP portal. Whatever may be the mode of tender process, the Bidder shall

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
				provide all the services and deliverables as per the tender conditions.
59		This Tender has been called under "REQUEST FOR QUOTATION" (RFQ) Category on KPPP Portal. That means already BESCOM has called for any empanelment for the Technical Round and already empanelled the eligible entities and now this tender is only a "Request for Quotation" Tender to Quote only their PRICE ...??? Please Clarify.		Please refer the Note under the Clause No. IB 14.12. Tender is uploaded in the KPP portal based on the software provision available in the portal. All the eligible bidder can participate in the tender and tender award shall be done based on the tender conditions specified in the tender document.
60		As per the bid document, one of the major component of this tender is the supply of the meter reading manpower for spot billing. But nowhere in the tender document the details of the total number of installations to be read by the manpower of the service provider - has been mentioned ..... Please Clarify.		Please refer clause No. SW 6.3 (j) and Clause No. IB 12.2 of tender document. Meter Reader shall perform meter reading activity for all the installations which are allocated for the respective MR code at the Sub-Division.
61		What is the number of Meter Reading Manpower to be Supplied to BESCOM under this contract by the service provider??? There is no-details regarding this major component anywhere in the tender document. This		Please refer clause No. SW 6.3 (j) and Clause No. IB 12.2 of tender document. The details of existing SDO wise LT active installations is provided in the Annexure – VI.

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
		is a major commercial factor and without any clarity on this major component, a bidder cannot quote his price. This is the most essential information to be furnished in the bid document. Please Provide the details of installations to be read by the service provider's meter reading manpower sub-division wise and please provide the total number of meter reading manpower to be provided by the service provider under this contract (sub-division wise list).		Meter Reader shall perform meter reading activity for all the installations which are allocated for the respective MR code at the Sub-Division. Prospective Bidder is free to visit the field office for better understanding and clarity before submitting their Bid.
62		Under this contract the service provider has to supply/provide only one desktop computer, one laser printer, one 2 KVA UPS Kit, one broad-band internet connection & spot billing rolls per sub-division office? Please Clarify.		Please refer clause No. SW 2.5 of tender document. Bidder shall supply all the hardware as per the tender condition. As on date there are 90 Sub-Divisions in RAPDRP area, this may increase after merging of IPDS towns or creation of additional Sub-Divisions, in that case Successful Bidder has to provide the necessary equipments / hardwares etc., required for each of the Sub-Divisions without any extra cost to BESCOM

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
63		Under this contract whether the service provider has to provide the A4 size printing papers, Laser Printer Cartridges, cash collection rolls, cash counter receipts printing rolls, cash counter printer cartridges, cash counter UPS kit every month to each of the sub-division? Please Clarify. If Yes, then please provide the quantity and other details.		Please refer clause No. SW 7.1 of tender document.
64		Under this contract the service provider has to provide one FMS manpower for each sub-division for the entire period of the contract to support the day-to-day activities of sub-division offices? Please Clarify.		Please refer the clause No. SW 6.1 of tender document" As stipulated in this clause, successful Bidder has to provide one number Man Power resource with BE / Diploma qualification per each Sub-Division and as on date there are 90 Sub-Divisions in RAPDRP area, this may increase after merging of IPDS towns or creation of additional Sub-Divisions, in that case Successful Bidder has to provide the resources without any extra cost to BESCOM

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
65		What is the tender estimated cost "per installation per month" for this tender for the end-to-end services mentioned in this tender document, excluding the meter reading manpower services (with GST)? This information is very crucial for the bidding, so please provide the details.		Please refer the clause No. IB 14.13 and this is an item wise tender not the percentage tender. It is responsibility of the prospective Bidder to study the scope of the tender and ascertain the cost involved as per the prevailing market rates and quote their most competitive rates. Further, Bidder is free to submit their best competitive commercial offer based on their commercial feasibility to meet the scope of work. Bidder shall submit the price offer as per the format provided in the tender. BESCOM will evaluates the price bid as per the clauses IB 14.10 to IB 14.13 of the tender document.
66		What is the tender estimated cost for the meter reading manpower supply component of this tender? This information is very crucial for the bidding, so please provide the details.		Please refer the clause No. IB 14.13 and this is an item wise tender not the percentage tender. It is responsibility of the prospective Bidder to study the scope of the tender and ascertain the cost

Sl. No.	Ref. Clause No.	Tender Condition / Qualifying Requirement	Queries Raised / Clarification Sought by the Bidders	Clarification issued by BESCOM
				involved as per the prevailing market rates and quote their most competitive rates. Further, Bidder is free to submit their best competitive commercial offer based on their commercial feasibility to meet the scope of work. Bidder shall submit the price offer as per the format provided in the tender. BESCOM will evaluates the price bid as per the clauses IB 14.10 to IB 14.13 of the tender document.

General Manager (Customer Relations)
BESCOM